IN THE UNITED STATES DISTRICT COURT FOR THE MIDDLE DISTRICT OF NORTH CAROLINA

Civil Ac	ction No.	1:16-cv-47
)	
BETTY JO DILLARD,)	
)	
Plaintiff,)	
)	
v.)	DEFENDANT'S ANSWER AND
)	AFFIRMATIVE DEFENSES
THOMASVILLE AUTO SALES, LLC,)	
)	
Defendant.)	

NOW COMES Defendant, THOMASVILLE AUTO SALES, LLC ("Defendant"), by and through their undersigned counsel, and in response and answer to the Complaint of the Plaintiff BETTY JO DILLARD ("Plaintiff"), alleges and says as follows:

FIRST DEFENSE

Without waiving any of its claims and/or defenses set forth herein, Defendant responds to the specifically numbered allegations of the Plaintiffs' Complaint as follows:

- 1. The allegations contained in paragraph 1 of the Plaintiffs' Complaint are admitted upon information and belief.
- 2. The allegations contained in paragraph 2 of the Plaintiffs' Complaint are admitted upon information and belief.
- 3. The allegations contained in paragraph 3 of the Plaintiffs' Complaint are admitted upon information and belief.

- 4. Defendant is without knowledge or information sufficient to form a belief as to the truth or falsity of the allegations contained in Paragraph 4 of Plaintiffs' Complaint and therefore deny the same.
 - 5. The allegations contained in paragraph 5 of the Plaintiffs' Complaint are admitted.
- 6. The allegations contained in paragraph 6 of the Plaintiffs' Complaint are admitted, upon information and belief.
- 7. The allegations contained in paragraph 7 of the Plaintiffs' Complaint states a legal conclusion to which no response is required. However, to the extent a response is required to any allegation contained in paragraph 7 of the Plaintiffs' Complaint, all such allegations are denied.
- 8. The allegations contained in paragraph 8 of the Plaintiffs' Complaint are admitted insomuch as Plaintiff purchased an automobile from Defendant on May 8, 2015. Any document referred to in paragraph 8 to Plaintiff's Complaint speaks for itself. All remaining allegations contained in Paragraph 8 of Plaintiff's Complaint are denied.
- 9. The document referred to in paragraph 9 to Plaintiff's Complaint, and attached as an exhibit, speaks for itself. All remaining allegations contained in Paragraph 9 of Plaintiff's Complaint are denied.
- 10. The document referred to in paragraph 10 to Plaintiff's Complaint, and attached as an exhibit, speaks for itself. All remaining allegations contained in Paragraph 10 of Plaintiff's Complaint are denied.

- 11. The document referred to in paragraph 11 to Plaintiff's Complaint, and attached as an exhibit, speaks for itself. All remaining allegations contained in Paragraph 11 of Plaintiff's Complaint are denied.
- 12. The document referred to in paragraph 12 to Plaintiff's Complaint, and attached as an exhibit, speaks for itself. All remaining allegations contained in Paragraph 12 of Plaintiff's Complaint are denied.
- 13. The document referred to in paragraph 13 to Plaintiff's Complaint, and attached as an exhibit, speaks for itself. All remaining allegations contained in Paragraph 13 of Plaintiff's Complaint are denied.
- 14. The document referred to in paragraph 14 to Plaintiff's Complaint, and attached as an exhibit, speaks for itself. All remaining allegations contained in Paragraph 14 of Plaintiff's Complaint are denied.
- 15. The document referred to in paragraph 15 to Plaintiff's Complaint, and attached as an exhibit, speaks for itself. All remaining allegations contained in Paragraph 15 of Plaintiff's Complaint are denied.
 - 16. The allegations contained in paragraph 16 of the Plaintiffs' Complaint are denied.
- 17. The allegations contained in paragraph 17 of the Plaintiffs' Complaint states a legal conclusion to which no response is required. However, to the extent a response is required to any allegation contained in paragraph 17 of the Plaintiffs' Complaint, all such allegations are denied.
- 18. The allegations contained in paragraph 18 of the Plaintiffs' Complaint states a legal conclusion to which no response is required. However, to the extent a response is required

to any allegation contained in paragraph 18 of the Plaintiffs' Complaint, all such allegations are denied.

- 19. The allegations contained in paragraph 19 of the Plaintiffs' Complaint states a legal conclusion to which no response is required. However, to the extent a response is required to any allegation contained in paragraph 19 of the Plaintiffs' Complaint, all such allegations are denied.
 - 20. The allegations contained in paragraph 20 of the Plaintiffs' Complaint are denied.
- 21. Defendant restates its responses to the preceding paragraphs of the Plaintiffs' Complaint and incorporate them by reference as if fully set forth herein.
 - 22. The allegations contained in paragraph 22 of the Plaintiffs' Complaint are denied.

SECOND DEFENSE

(General Denial / Reservation of Defenses)

Each and every other allegation contained in the Plaintiff's Complaint not expressly admitted herein is expressly denied. Defendant reserves the right to assert any additional and further defenses or claims which may be revealed by additional investigation or discovery conducted in this action.

THIRD DEFENSE

(Affirmative Defense: Plaintiff's theory of the case is not objectively reasonable; estoppel; bad faith)

Plaintiff's theory of the case is not objectively reasonable or plausible. This Court should determine that Plaintiff's allegations regarding her interpretation of the TILA disclosure in this case are "not objectively reasonable" and that "[n]o reasonable consumer would construe the payment schedule" as alleged by Plaintiff. <u>Larrabee v. Bank of Am., N.A.</u>, 714 F. Supp. 2d 562, 563 (E.D. Va. 2010).

Additionally, Plaintiff is barred or estopped from claiming that the monthly payment schedule at issue in this action is anything but a validly existing and objectively reasonable payment schedule. On or about June 25, 2015, Plaintiff submitted a statement to the Better Business Bureau relating to her purchase of the vehicle in question (the "Statement"). A true and accurate copy of the Statement is attached hereto as Exhibit A, and incorporated herein by reference. In the Statement, Plaintiff clearly acknowledges her \$220.00 monthly car payment. As further evidence that Plaintiff's cause of action is "not objectively reasonable," not even the Plaintiff herself subjectively believed that she was obligated to make, instead of monthly, payments. The Statement acts as further evidence of the bad faith nature of the Plaintiff's Complaint.

FOURTH DEFENSE
(No violation of 12 C.F.R. § 226.17)

According to 12 C.F.R. § 226.17: "A creditor who gives a consumer a multiple-copy form containing a credit agreement and TILA disclosures, which is reviewed and signed by the consumer and returns it to the creditor, who then separates the copies and gives one copy to the consumer to keep, has satisfied the disclosure requirement under the regulation." Tripp v. Charlie Falk's Auto Wholesale, Inc., 290 Fed. Appx. 622, 626 (4th Cir. Va. 2008)(quoting 67 Fed. Reg. at 16983). Defendant performed the aforementioned procedures as required by 12 C.F.R. § 226, and as confirmed by the Fourth Circuit.

<u>FIFTH DEFENSE</u> (15 U.S.C. §1640(c) – bona fide error)

Any violation from the requirements of the Truth in Lending Act by Defendant, which is explicitly denied, was an unintentional, bona fide error. Pursuant to the provisions of 15 U.S.C. §1640(c), any bona fide, unintentional violation of the Truth in Lending Act by Defendant, which is explicitly denied, acts as a complete bar to civil liability and/or recovery. 15 U.S.C. §1640(c) specifically provides as follows:

(c) Unintentional violations; bona fide errors. A creditor or assignee may not be held liable in any action brought under this section or section 125 [15 USCS § 1635] for a violation of this title [15 USCS §§ 1601 et seq.] if the creditor or assignee shows by a preponderance of evidence that the violation was not intentional and resulted from a bona fide error notwithstanding the maintenance of procedures reasonably adapted to avoid any such error. Examples of a bona fide error include, but are not limited to, clerical, calculation, computer malfunction and programming, and printing errors, except that an error of legal judgment with respect to a person's obligations under this title [15 USCS §§ 1601 et seq.] is not a bona fide error.

15 USCS § 1640(c)(emphasis added). Attached hereto as **Exhibit B**, and incorporated herein by reference, is Defendant's copy of the Purchase Money Security Agreement, including the requisite Truth in Lending Act Disclosures, entered into between Plaintiff and Defendant on May 8, 2015 (the "**Agreement**"). Defendant's carbon copy of the Agreement does not contain the same typographical or printing error that purportedly exists on Plaintiff's copy of the same document. The two Agreements are multiple carbon copies of each other. The contents of Defendant's copy of the Agreement are not subject to dispute. Based on the two versions of the Agreement (Plaintiff's purported copy and Defendant's copy), the TILA violation error alleged in the Plaintiff's Complaint (to the extent it exists, which is explicitly denied) constitutes a bona fide error constituting a complete bar to recovery by Plaintiff.

SIXTH DEFENSE

(Affirmative Defense – Lack of Damages)

Plaintiff never made any payments under the payment schedule at issue included in the Agreement. Therefore, Plaintiff is barred from alleging, or requesting, any actual damages pursuant to 15 U.S.C. §1640. The Plaintiff's claims against Defendant are barred as the Plaintiff has suffered no loss or damage.

<u>SEVENTH DEFENSE</u> (Affirmative Defense - Setoff)

Plaintiff never made any payments under the payment schedule at issue included in the Agreement. Plaintiff never paid the taxes, or fees relating to the title or license of the vehicle. Defendant ultimately repossessed the vehicle at issue for failure of Plaintiff to make any payments. Defendant made numerous repairs to the vehicle, which Defendant was not obligated to make. To the extent a TILA violation error occurred as alleged in the Plaintiff's Complaint, which is explicitly denied, Defendant is entitled to a setoff of any award of damages to Plaintiff for fees and costs incurred by Defendant, the exact amount of such setoff to be proven at a trial of this matter.

WHEREFORE, Defendant prays the Court grant the following relief:

- 1. That Plaintiff have and recover nothing of Defendant; and
- 2. That judgment be entered in favor of Defendant; and
- 3. That the costs of this action, including Defendant's attorney's fees, as allowable by law, be taxed against the Plaintiff; and
 - 4. That the Court grant such other and further relief as it deems just and proper.

This the 16th day of March, 2016.

/s/ Christopher C. Finan

Christopher C. Finan, N.C.S.B. No. 27820 Andrew D. Irby, N.C.S.B. No. 35353 Attorneys for Defendant

OF COUNSEL:

ROBERSON HAWORTH & REESE, P.L.L.C. 300 North Main Street, Suite 300 P.O. Box 1550 High Point, NC 27261

Telephone: (336) 889-8733 Facsimile: (336) 885-1280 Email: <u>cfinan@rhrlaw.com</u>

airby@rhrlaw.com

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)
BETTY JO DILLARD,)
DI : .: 66)
Plaintiff,)
V)
V.)
THOMASVILLE AUTO SALES,	LLC,
ĺ)
Defendant.)
)

CERTIFICATE OF SERVICE

THIS IS TO CERTIFY that the undersigned has this date served the foregoing **DEFENDANT'S ANSWER AND AFFIRMATIVE DEFENSES** in the above-entitled action upon all other parties to this cause by electronic means, by hand delivery, by facsimile and/or by depositing a copy thereof in a postpaid wrapper in a post office or official depository under the exclusive care and custody of the United States Postal Service, properly addressed to said parties, or the attorney or attorneys for said parties, as the case may.

Holly Elizabeth Dowd, Esq.
Via CM/ECF: hollyedowd@yahoo.com
Weisberg & Meyers, LLC
822 Camborne Place
Charlotte, NC 28210
Attorney for Plaintiff

This the 16th day of March, 2016.

/s/ Christopher C. Finan Christopher C. Finan, N.C.S.B. No. 27820 Andrew D. Irby, N.C.S.B. No. 35353 Attorneys for Defendant

OF COUNSEL:

ROBERSON HAWORTH & REESE, P.L.L.C. 300 North Main Street, Suite 300 P.O. Box 1550

High Point, NC 27261 Telephone: (336) 889-8733 Facsimile: (336) 885-1280 Email: cfinan@rhrlaw.cor

cfinan@rhrlaw.com airiby@rhrlaw.com

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Below is a list of some major defects that may occur in used motor vehicles.

Frame & Body

Frame-cracks, corrective welds, or rusted through Dog tracks—bent or twisted frame

Engine

Oil leakage, excluding normal seepage
Cracked block or head
Belts missing or inoperable
Knocks or misses related to camahaft lifters and
push rods
Abnormal exhaust discharge

Transmission & Drive Shaft

Improper fluid level or leakage, excluding normal seepage
Cracked or damaged case which is visible
Abnormal noise or vibration caused by faulty transmission or drive shaft
Improper shifting or functioning in any gear
Manual clutch slips or chatters

Differential

Improper fluid level or leakage excluding normal seepage
Cracked or damaged housing which is visible
Abnormal noise or vibration caused by faulty
differential

Cooling System

Leakage including radiator Improperly functioning water pump

Electrical System

Battery leakage Improperly functioning alternator, generator, battery, or starter

Fuel System

Visible leakage

Inoperable Accessories

Gauges or warning devices Air conditioner Heater & Defroster

Brake System

Failure warning light broken
Pedat not firm under pressure (DOT spec.)
Not enough pedal reserve (DOT spec.)
Does not stop vehicle in straight line (DOT spec.)
Hoses damaged
Drum or rotor too thin (Mfgr. Specs)
Lining or pad unioness less that 1/52 limbs
Power unit not operating or leaking
Structural or mechanical parts damaged

Steering System

Too much free play at steering wheel (DOT specs.)
Free play in linkage more than 1/4 inch
Steering gear binds or jams
Front wheels aligned improperly (DOT specs.)
Power unit belts cracked or slipping
Power unit fluid level improper

Suspension System

Ball joint seals damaged
Structural parts bent or damaged
Stabilizer bar disconnected
Spring broken
Shock absorber mounting loose
Rubber bushings damaged or missing
Radius rod damaged or missing
Shock absorber leaking or functioning improperty

Tires

Tread depth less than 2/32 inch Sizes mismatched Visible damage

Wheels

Visible cracks, damage or repairs Mounting bolts loose or missing

Exhaust System

Leakage

	THOMASVILLE AUTO SALES	
DEALER		
	300 NATIONAL HWY	
ADDRESS		
	THOMASVILLE, NC 27360	
	Add name here (Menu7-1-3) 336-475-8888	
SEE FOR COMPLAINTS		
	I hereby acknowledge receipt of the Buyers Guide at the closing of this sale. Signature Date	

IMPORTANT: The information on this form is part of any contract to buy this vehicle. Removal of this label before consumer purchase (except for purpose of test-driving) is a violation of federal law (16 C.F.R. 455).

Datos

Date: 5/08/15

Current Odometer Mileage: EXEMPT-

Seller: THOMASVILLE AUTO SALES

300 NATIONAL HWY

THOMASVILLE, NC 27360

Purchaser: Betty Dillard

411 Park Street Apt 1410 HIGH POINT, NC 27263

The vehicle identified below is subject to the terms and conditions of this agreement.

The seller, identified above, hereby expressly disclaims all warranties, either expressed or implied, including all implied warranties of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle.

Vehicle description: 99 OLDSMOBILE CUTLASS

; GREEN

I.D. Number: 1G3NB52M5X6332231

"NOTICE OF VEHICLE SOLD WITHOUT ANY WARRANTY"

This vehicle is sold without any warranty. The purchaser will bear the entire expense of repairing or correcting any defects that presently exist and/or may occur in the vehicle unless the salesperson promises in writing to correct such defects.

BUYER HEREBY ACKNOWLEDGES HE HAS READ, UNDERSTANDS AND ACCEPTS THE PROVISIONS OF THIS WARRANTY STATEMENT FOR THE ABOVE-IDENTIFIED VEHICLE.

Betty Dillard

Witness

WARRANTY DISCLAIMER - SOLD AS IS

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